

WHAT IS CLAIMED IS:

1 1. A system for integrating call detail records for a multiple
2 network environment, the system comprising:
3 access manager control logic connected to a wireless network, the
4 access manager control logic being configured to generate a wireless call detail
5 record in response to placement of a wireless call from a call source having an
6 identity;
7 switching control logic connected to a wireline network, the switching
8 control logic being configured to generate a wireline call detail record; and
9 an operations support system having call detail record control logic
10 configured to receive the wireless call detail record from the access manager control
11 logic, to receive the wireline call detail record from the switching control logic, and
12 to combine wireless and wireline call detail records that correspond to the same
13 customer into an integrated call record.

1 *Sub*
2 *a1* 2. The system of claim 1 wherein the operations support system
3 receives the wireless call detail record from the access manager in a first call detail
4 record stream, and the operations support system receives the wireline call detail
record from the switching control logic in a second call detail stream.

1 3. The system of claim 1 wherein the access manager sends the
2 wireless call detail record over a signaling network to the switching control logic,
3 and wherein the operations support system receives the wireless call detail record and
4 the wireline call detail record from the switching control logic in a combined call
5 detail stream.

1 4. The system of claim 1 further comprising:
2 a wireless customer care center configured to communicate with the
3 operations support system to retrieve at least part of the integrated call record on
4 demand.

1 5. The system of claim 1 wherein the wireless call detail record
2 includes a mobile identification number.

1 6. The system of claim 1 wherein the wireless call detail record
2 includes an electronic serial number.

1 7. The system of claim 1 wherein digits are dialed at the call
2 source, and the wireless call detail record includes the dialed digits.

1 8. The system of claim 1 wherein the call source has a
2 corresponding location, and wherein the wireless call detail record includes the call
3 source location.

1 9. The system of claim 1 wherein the call has a duration, and
2 wherein the wireless call detail record includes the call duration.

1 10. The system of claim 1 wherein the wireline call detail record
2 includes a full call analysis including call routing information.

1 11. The system of claim 1 wherein the wireline call detail record
2 includes feature usage information corresponding to the customer.

1 12. A method for integrating call detail records for a multiple
2 network environment, the method comprising:

3 generating a wireless call detail record in response to placement of
4 a wireless call from a call source having an identity, the wireless call detail record
5 being generated at access manager control logic connected to a wireless network;

6 generating a wireline call detail record at switching control logic
7 connected to a wireline network;

8 receiving the wireless call detail record from the access manager
9 control logic at an operations support system;

10 receiving the wireline call detail record from the switching control
11 logic at the operations support system; and

12 combining wireless and wireline call detail records corresponding to
13 the same customer into an integrated call record.

1 *Sub*
2 *a2* 14. The method of claim 12 wherein receiving the wireless call
3 detail record and receiving the wireline call detail record further comprise:
4 sending the wireless call detail record from the access manager over
5 a signaling network to the switching control logic; and
6 receiving the wireless call detail record and the wireline call detail
record from the switching control logic in a combined call detail stream.

1 16. The method of claim 12 wherein the wireless call detail record
2 includes at least one item from the group consisting of: a mobile identification
3 number, an electronic serial number, dialed digits from the call source, a call source
4 location, and a call duration.

1 18. The method of claim 12 wherein the wireline call detail record
2 includes feature usage information corresponding to the customer.

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4 access manager control logic connected to the wireless network, the
5 access manager control logic being configured to generate a wireless call detail
6 record in response to placement of a wireless call from a call source having an
7 identity;

8 a wireline network in communication with the wireless network
9 through a control interface;

10 switching control logic connected to the wireline network, the
11 switching control logic being configured to generate a wireline call detail record; and

12 an operations support system having call detail record control logic
13 configured to receive the wireless call detail record from the access manager control
14 logic, to receive the wireline call detail record from the switching control logic, and
15 to combine wireless and wireline call detail records that correspond to the same
16 customer into an integrated call record.

1 20. The system of claim 19 wherein the operations support system
2 receives the wireless call detail record from the access manager control logic in a
3 first call detail record stream, and the operations support system receives the wireline
4 call detail record from the switching control logic in a second call detail stream.